

Office of Health Care Assurance

State Licensing Section

## STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Facility's Name: Ohana Care Maui LLC	CHAPTER 700
Address: 1464 Lower Main Street, Unit 211, Wailuku, Hawaii 96793	Inspection Date: June 20, 2019 Initial

**THIS PAGE MUST BE SUBMITTED WITH YOUR PLAN OF CORRECTION. IF IT IS NOT, YOUR PLAN OF CORRECTION WILL BE RETURNED TO YOU, UNREVIEWED.**

**YOUR PLAN OF CORRECTION MUST BE SUBMITTED WITHIN TEN (10) WORKING DAYS. IF IT IS NOT RECEIVED WITHIN TEN (10) DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, WITHOUT YOUR RESPONSE.**

	<b>RULES (CRITERIA)</b>	<b>PLAN OF CORRECTION</b>	<b>Completion Date</b>
<input checked="" type="checkbox"/>	<p>§11-700-9 <u>Administration and standards.</u> (c) The supervisor shall perform a supervisory visit of all employees providing client services at each client's residence at least once a year.</p> <p><b><u>FINDINGS</u></b> There was no documentation provided to justify that supervisory visit was completed for all employees providing home care services in client's home.</p>	<p><b>PART 1</b></p> <p><b>Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.</b></p>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-9 <u>Administration and standards.</u> (c) The supervisor shall perform a supervisory visit of all employees providing client services at each client's residence at least once a year.</p> <p><b><u>FINDINGS</u></b> There was no documentation provided to justify that supervisory visit was completed for all employees providing home care services in client's home.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <p>Going forward all managers were told they were required to conduct annual visits on-site per employee per client they work with. We have "Drop By" logs that all managers fill out and employees/clients sign off on. These are being uploaded to each client and employee electronic file and can be pulled easily from either client or employee file upon request. We have electronic "task" reminders so managers can set reminders for themselves for future ones required as well. It is case managers responsibility to conduct these visits and keep track and office/business manager's responsibility to be sure it happens &amp; file all docs accordingly.</p>	

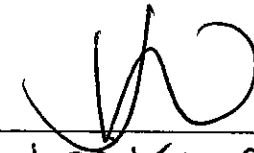
	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (6)  A home care agency shall have policies and procedures that include:  An orientation program for all personnel rendering services to clients on the home care agency's policies and procedures and a continuous in-service education program.</p> <p><b><u>FINDINGS</u></b>  There was no documentation provided that all direct care employees completed orientation program.</p>	<p>PART 1</p> <p><b>Correcting the deficiency after-the-fact is not practical/appropriate. For this deficiency, only a future plan is required.</b></p>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (6)  A home care agency shall have policies and procedures that include:  An orientation program for all personnel rendering services to clients on the home care agency's policies and procedures and a continuous in-service education program.</p> <p><b><u>FINDINGS</u></b>  There was no documentation provided that all direct care employees completed orientation program.</p>	<p>PART 2</p> <p><b><u>FUTURE PLAN</u></b></p> <p>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</p> <p>We have "new hire" sheet that manager doing orientation and employee both have to sign off on. We also have our "class roster" sheets for all employees to sign for each class taken. It is the teacher's responsibility to be sure all staff sign in to the class before the class begins. We have the new hire checklist. Everything on checklist is required to be done before staff can work at all. It is the office manager and Business managers responsibility to be sure this process is followed.</p>	

Licensee's/Administrator's Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_



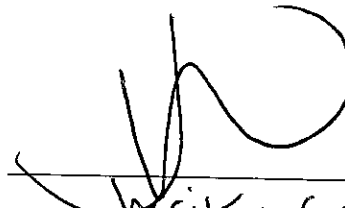
Jessika Galvez

9/16/19

Licensee's/Administrator's Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_



Jessika Galvez

7/12/19